

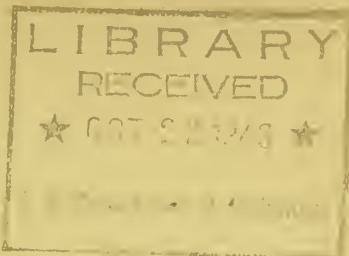
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WAR FOOD ADMINISTRATION

FOOD DISTRIBUTION ADMINISTRATION

TRANSPORTATION AND WAREHOUSING BRANCH

CUSTODY AND DISPOSITION DIVISION

T E L E T Y P E H A N D B O O K

(For In Service Training
and Reference Purposes)

Prepared by
Teletype Unit
Field Operations Section
October - 1943

4000
900

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$\sum_{n=1}^{\infty} \frac{1}{n^2}$

I. FOREWORD

This Handbook has been prepared by the Teletype Unit of the Field Operations Section, Custody and Disposition Division, Transportation and Warehousing Branch, Food Distribution Administration, for use in Washington and our field offices having this type of communication. In preparing it the authors had in mind that it should be instructive particularly for two types of situations and their respective personnel, i. e. (1) assist operators in securing the greatest efficiency in their operations and (2) assist those who prepare messages for relaying over this wire system. It is believed also that those in a supervising capacity over teletype operations should be benefited by a careful study of the mentioned operating points and methods of preparing messages, thereby affording them the knowledge and opportunity of how to keep a closer tab on the operations.

The instructions and suggestions contained herein apply to the operation of Bell System Teletypewriter Exchange Service Number 15, 19, and 26, page type teletypewriter machines as used in the Teletype Unit in Washington and the various field offices throughout the country.

The purpose of this material is to bring our communication system to its highest efficiency while keeping our operating cost at its minimum. Telephone company representatives will gladly assist in training operators, and the Teletype Unit, Washington Office, will be glad to assist with any questions of routine and practice.

II. OPERATION AND MESSAGE PREPARATION SUGGESTIONS

1. ANSWERING AN INCOMING CALL

When the bell rings, the switch on the right hand side of the table is turned on and you "Announce" by typing your station call, for example: "WA 546 FDA". All other phrases such as GA PLS (go ahead please) are unnecessary and consume wire time. The custom of spelling out the entire name of the branch and giving date and time and other superfluous wordings must be eliminated.

If the incoming party does not respond to your "Announcement" within eight to ten seconds, flash your operator to see what the trouble is.

2. TROUBLE WHILE RECEIVING INCOMING CALL

Incoming messages must be watched closely while in the process of being received. If any irregularities such as questionable phrases, incomplete sentences, etc. are observed wait until the sending operator has completed her message before questioning.

If, however, the message is coming in jumbled, stop the sending operator immediately by using the break key and have her repeat as necessary.

3. WIRE TROUBLE WHILE RECEIVING

While receiving an incoming call if any trouble is noticed that may be due to a faulty wire or a bad machine, notify sending operator immediately that she may flash her operator (telephone company operator) and ask for a better connection; thus saving considerable wire charges and operating time.

There are times when receiving a call that the sending end of the wire is getting their copy OK and your copy is coming in bad. This is a common occurrence and all operators should be cautioned against blaming the distant operator for failing to notice a bad copy. She should be notified immediately of the trouble so that she can flash her operator to get a better line and an adjustment made for charges.

4. OUTGOING CALLS

Outgoing calls on the 15 and 19 type machines are placed by throwing the switch on right hand side of the machine on and waiting for the teletypewriter operator to come in. She will come in by saying (typing) "OPR" when this has been done and then you give her your call, such as CG 679. She will then proceed to

contact the CG operator and transmit your call (CG 679) to her. If the line or circuit is "BY" (busy) have her call you back when she is able to get your call through. If, however, after 15 minutes she still has not put your call through, place the call again and let the operator know that it is the second attempt.

When you are finally connected and the office you called "announces" by giving their station call, immediately proceed to send your message(s).

5. CONFERENCE CALLS

The nature of Conference Calls permits a sending office to call two or more other stations on the line and thereby transmit the message to two or more points on one connection. This is all very good but what if the stations you are calling have only one machine (only one of our stations has more than one machine) and you have it tied up in a Conference Call?

If on a Conference Call the circuits to a station are busy, the entire call is held up until all stations are on line. The result is time lost when other stations can be clearing their traffic to any of the points held up awaiting that conference.

It is also to be noted that the telephone companies are confronted with circuits held open and their operators kept idle just in the attempt to place the Conference Call.

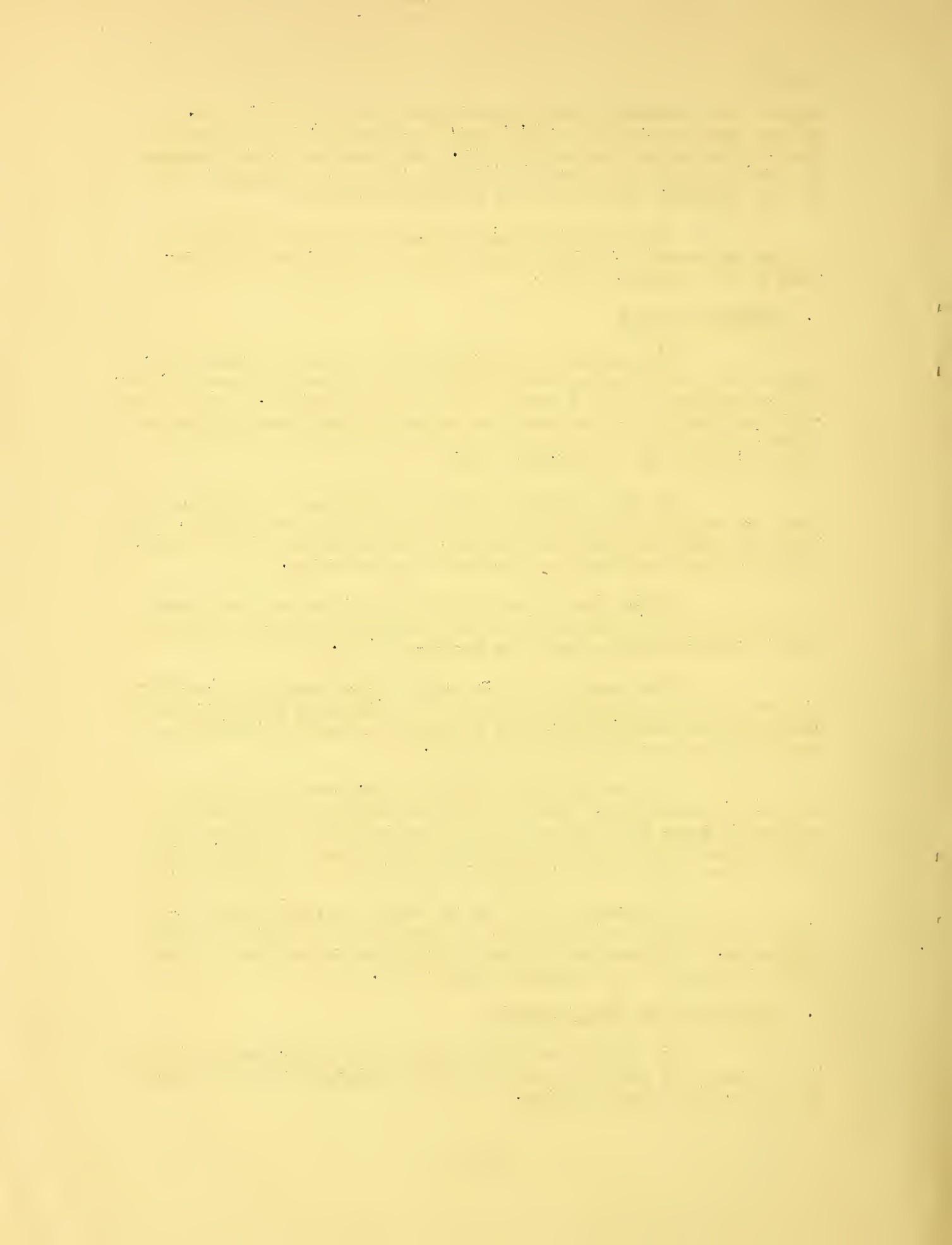
The scarcity of wire and machines compels us to utilize every available minute that can be had. With our ever increasing traffic and no specific increase in equipment, one can readily see that complete coordination is essential.

A *S* Any station with a #19 tape perforator should not place Conference Calls. You should place your calls individually and merely rerun your tape to each and every station that you may have desired to get on the Conference Call. This in turn will free at least one machine that can receive traffic from another point.

Conference Calls are no saving. Stations that believe a Conference Call cuts down operating expenses have the wrong impression. They are (on the average) more expensive than if each call was placed and transmitted individually.

6. OPERATING A #19 TAPE MACHINE

To operate the #19 machine (tape perforator) efficiently all operators must be able to read the perforator tape at a rate of at least ten words a minute.



While this seems like an achievement beyond average reach, a little training each day will prove that it can be readily mastered. Once this has been accomplished the mystery of the tape machine will disappear.

When sending over the #19 machine (tape perforator) and wire trouble develops whereby the messages must be resent; the sending operator merely reruns her tape. This advantage of the tape machine permits both ends of the wire to clear wire trouble with the least amount of effort and disturbance. An operator who cannot read her tape quite often causes excess confusion. Learn your tape.

7. TABULATION OF OUTGOING MESSAGES

Due to the nature of our work tabulation is an essential form of transmitting. It is usually the neatest and clearest form of transmitting written communications over the wires. But it can be overdone. Tabulation of messages when overdone is a costly and needless operation and defeats the purpose of our system.

All tabulation should start at the extreme left of the machine, and the next row to be tabulated should not be more than two spaces after the end of the preceding row of tabulation.

Illustration:

Wrong Tabulation-

| <u>SUB</u> | <u>X-CAR</u> | <u>X-ORDER</u> | <u>QUANTITY</u> |
|------------|--------------|----------------|-----------------|
| 1-5 | PRR 13897 | WFAO 34587-21 | 2000,000 LBS |

Correct Tabulation-

| <u>SUB</u> | <u>X CAR</u> | <u>X-ORDER</u> | <u>QUANTITY</u> |
|------------|--------------|----------------|-----------------|
| 1-5 | PRR 13897 | WFAO 34587-21 | 200,000 LBS |

One can soon realize that if the wrong method of tabulation was very much extended, as it quite often is, in a long message, it will increase the charges for that message about 40 percent. A copy need not be stretched out the entire length of the line to be neat and acceptable; the main factor is that it should be correct and tabulated row under row evenly.

8. SENDING PRIORITY CALLS

A point that few of the field stations using TWX are familiar with is the priority classification now in use over all TWX lines.

This priority classification was created to distinguish between routine and urgent classes of TWX calls. The telephone companies will observe this priority.

The priority classification is divided into three categories, PRIORITY ONE, PRIORITY TWO, and PRIORITY THREE.

The PRIORITY ONE and PRIORITY TWO calls are never to be used by any of our stations. They are for the extreme cases of urgent messages, such as invasion, or any message which may in any way help avert a national catastrophe.

PRIORITY THREE call is a class of priority which is urgent regardless of its nature. Advantage of this class of priority should be taken by all of our stations in transmitting urgent or badly delayed traffic.

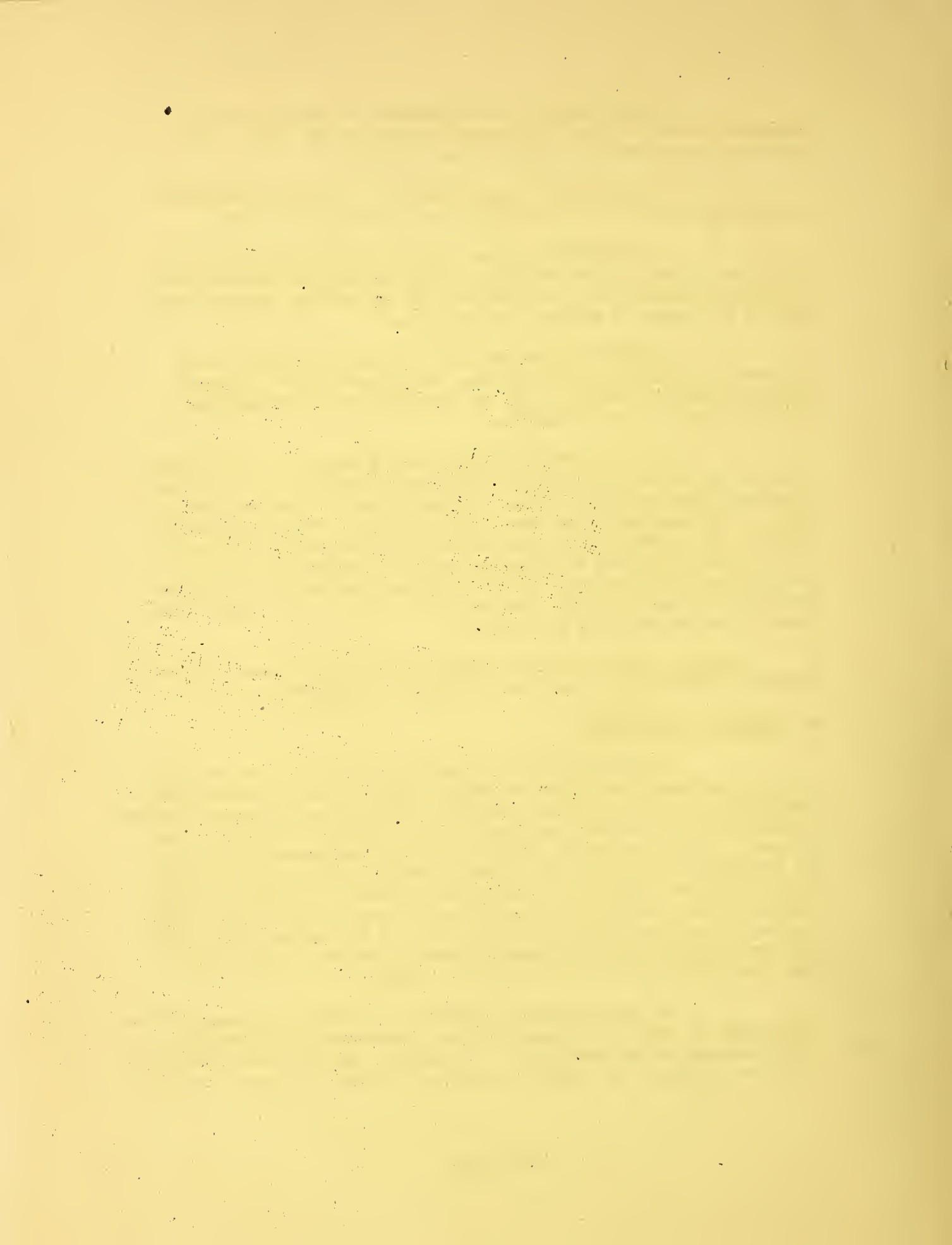
However, PRIORITY THREE calls should be placed only when you are having difficulty in getting circuits when trying to dispose of rush messages. When a priority call is placed, for example to Washington, it is done in this manner: "WA 546 PRIORITY THREE". The operator will then proceed to get your call through and if blocked by "BY" circuits she will try roundabout means of putting your call through. If no means are available for putting your call through she will give you first claim on the circuit instead of having you wait your turn.

Caution: Only PRIORITY THREE calls should be used, and only PRIORITY THREE traffic sent over a PRIORITY THREE call.

9. SENDING A CORRECTION

Immediately after a message is sent it must be proof-read for accuracy; any error or errors noted should be transmitted immediately. The correction should be given a regular message number for filing and reference purposes. On the original copy which was in error, bring down (write in pencil or ink) the message number of the correction message to the lower left-hand corner, with the following wording: CORRN # _____ (indicate number, for example #346). This will show that your office had sent a correction on the original message in error and that the correction had the number 346. This will protect your office in case a question arises to the effect that your office failed to correct the error.

On the correction message the following message information must be given: Msg number, Date, Addressee, and Commodity of the message to be corrected. This message will be sent immediately to the addressee as a "Rush" message, thereby saving any possible



delay that another method (of correction) may have caused.

Corrections should be transmitted before all other matter. The urgency of a correction message cannot be over emphasized.

10. MESSAGE PREPARATION SUGGESTIONS

Dictating messages to the operator for transmission as dictated is inefficient and wasteful. She should operate from messages typed before delivery to the machine. Longhand messages should be avoided, also since they are often illegible and thereby conducive to mistakes in sending and usually take more time to transmit than typed messages. Both of these methods should not be allowed or used.

The teletype keyboard contains capital letters only, hence capitalizing certain words for emphasis in messages need not be done.

Do not underscore phrases, as underscoring cannot be done satisfactorily on the teletype machines.

Messages prepared for transmission should not include the following punctuations as they are not on the teletype keyboard:

() : ; ? * % # @ \$

11. ROUTINE

Messages will not be accepted for any other branch or section than the Transportation and Warehousing Branch, Custody and Disposition Division. Messages other than for these should either be sent over the Leased-Line Section or via commercial telegraph.

Discourage the practice of calling individuals to the wire. Have them send an urgent wire instead and request an urgent reply.

Handle all rush messages in a priority manner, even on messenger deliveries within your office. Rush messages must absolutely be given the priority they represent.

It has been a common practice for the sending office to announce before sending their message. This is evidently an erroneous interpretation, for only the receiving station announces. The sending station can pare down the monthly charges by absolutely eliminating announcing or any other form of superfluous wording.

When sending on a call observe the following:

- a. Put the sending time (transmission time) and sending operator's initials after the signature of each sent message.
- b. Put 13 linefeeds between messages (regardless of message length) if sending more than one message.
- c. When your call is completed finish by writing END and give two bells.
- d. Turn Machine off immediately after receiving END from receiving station. Charges accrue until switch is turned off.
- e. If receiving station may send on your call, after you are through, signify by typing END or GA (go ahead).
- f. Report line trouble or wire trouble immediately.

12. ABBREVIATIONS

Operators should be instructed to use all standard abbreviations and abbreviations which are so common to our work as to be considered standard. It is also suggested that abbreviations common to the addressee be used wherever and whenever possible.

Eliminate all unnecessary punctuations, indentations and tabulations.

All superfluous or unnecessary strokes which are eliminated help alleviate congested wires, operating connections, and greatly reduce our wire charges.

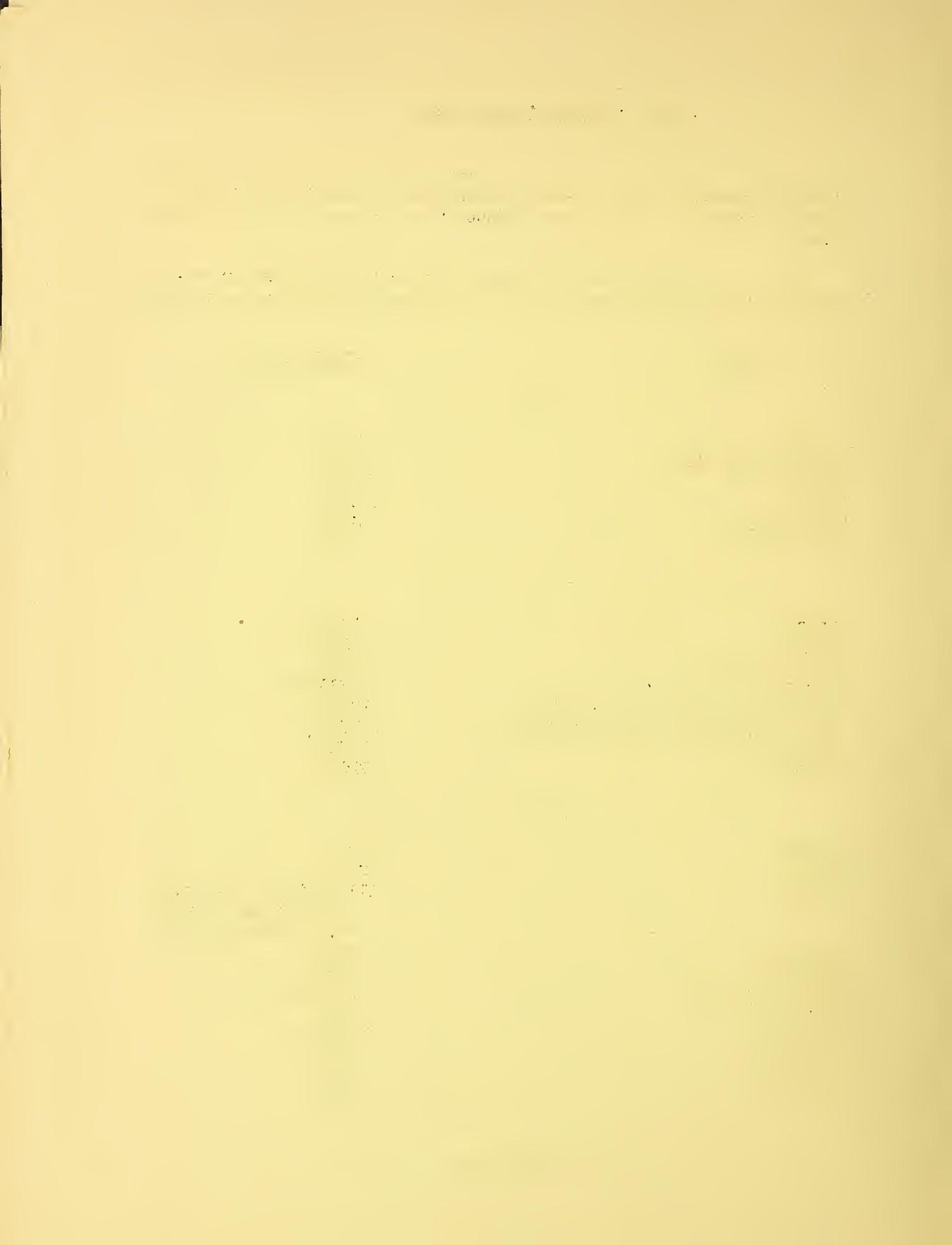
(SEE ATTACHED LIST OF SUGGESTED ABBREVIATIONS)

III. LIST OF ABBREVIATIONS

The basis for this compilation is to eliminate all superfluous wordings and to abbreviate wherever possible in an effort to relieve congested wires and to reduce our operating costs to a minimum.

If the following abbreviations and suggestions are adhered to our operating costs should be reduced by at least ten percent.

| <u>WORD</u> | <u>ABBREVIATION</u> |
|-----------------------------------|--|
| (A) | |
| ACCOUNT | ACCT |
| AMERICAN RED CROSS | ARC |
| ADVISE | ADV |
| ARRIVE | ARR |
| ASSOCIATIONS | ASSN |
| ATTENTION | ATT |
| (B) | |
| BARRELS | BELS |
| BELLIES | BELL |
| BILL OF LADING | B/L |
| BONELESS | BNELESS |
| BOXES (WHEN USED WITH COMMODITY) | BXS |
| BRITISH MINISTRY OF WAR TRANSPORT | BMWWT |
| BROOKLYN | BKLYN |
| BUFFALO | BFLO |
| (C) | |
| CANNED | CND |
| CASES | CS |
| CITIES | All cities should be joined to one word Ex: ST LOUIS MO |
| CHICAGO | CHGO |
| CLEVELAND | CLEVE |
| COMMERCIAL LAMB | COML LMB |
| COMMERCIAL | COML |
| COMMODITY | COMOD |
| CONDENSED | COND |
| COMPANY | CO |
| CONTRACT | CONT |



CONCENTRATED (WHEN USED WITH COMMODITY)
COOPERATIVE (WHEN USED WITH ASSN NAME)
CREAMERY

CONC
COOP
CRY

(D)

DATES

All dates should be
transposed into figures
Ex: 6/24/43

DEHYDRATED
DELIVERY CARRIER
DELIVERY DATE
DRIED (WHEN USED WITH COMMODITY)

DEHY
DEL CAR
DEL DATE
DR

(E)

EACH
EVAPORATED (WHEN USED WITH COMMODITY)
EXCHANGE (WHEN USED AS ASSN NAME)
EXPIRE(S)

EA
EVAP
EXCH
EXP

(F)

FIBRE CARTONS
FOLLOWING
FROM
FROZEN (WHEN USED WITH COMMODITY)
FRIDAY

FIB CTNS
FLWG
FM
FRZN
FRI

(G)

GALLONS (WHEN USED WITH QUANTITY)
GROWERS (WHEN USED WITH ASSN NAME)

GAL
GRWS

(H)

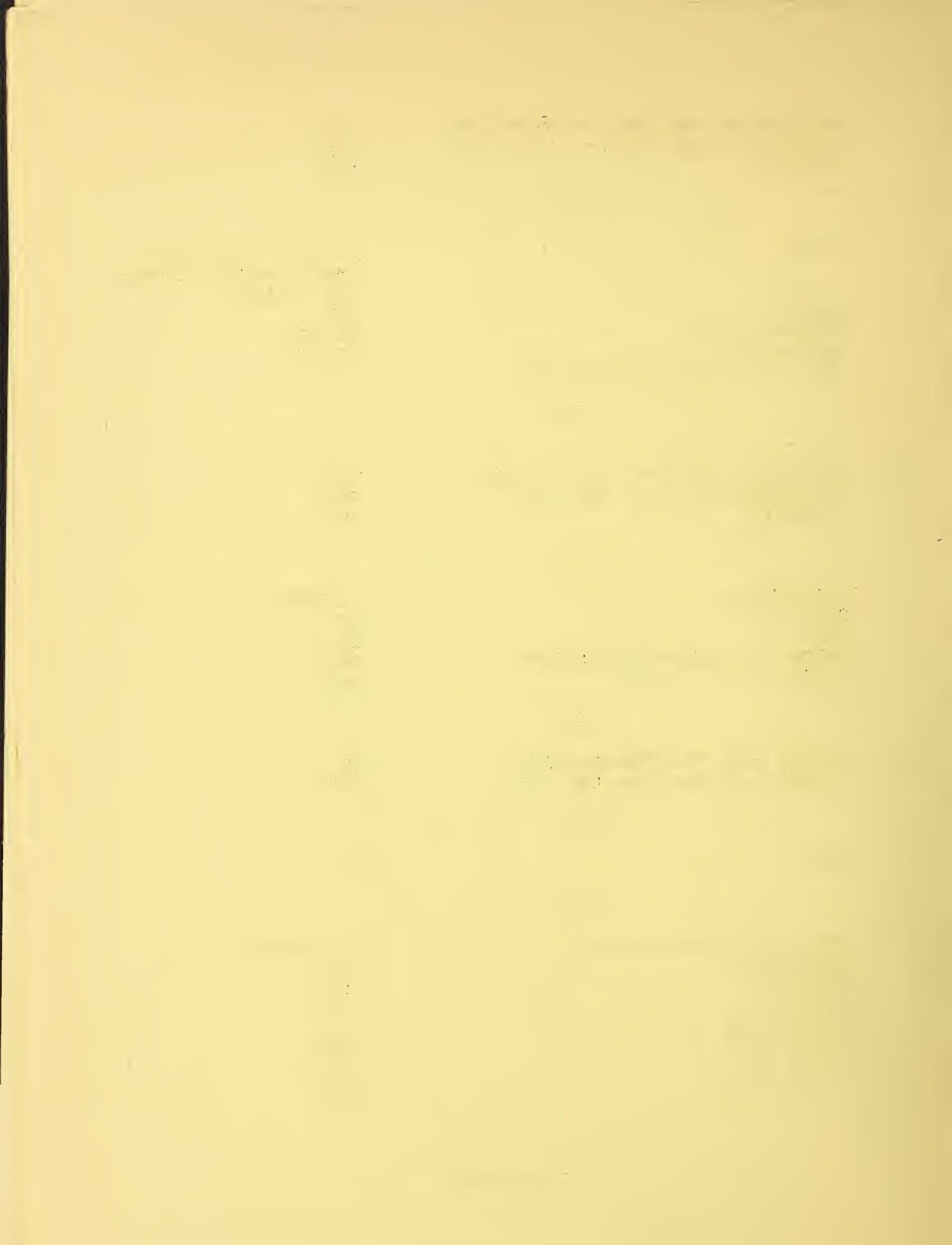
HAVE

HV

(I)

ICE AND COLD STORAGE COMPANY
IMMEDIATELY
IN STORAGE
INCLUSIVE
INCORPORATED
INDIANAPOLIS
INFORMATION
INTERNATIONAL

I & C STGE CO
IMMY
I/S
INCL
INC
INDPLS
INFO
INTL



(J)

KANSAS CITY

KNSCTY

(L)

LOS ANGELES
LOUISVILLE

LCSA
LVILLE

(M)

MEMORANDUM
MERCHANTS
MESSAGE
MISCELLANEOUS
MISTER
MINNEAPOLIS
MONDAY
MONTHS

MEMO
MCHTS
MSG
MISC
MR (If first name
MPLS given delete)
MON
Use standard abbrws
for all months, and
when used as a date
transpose into
figures

(N)

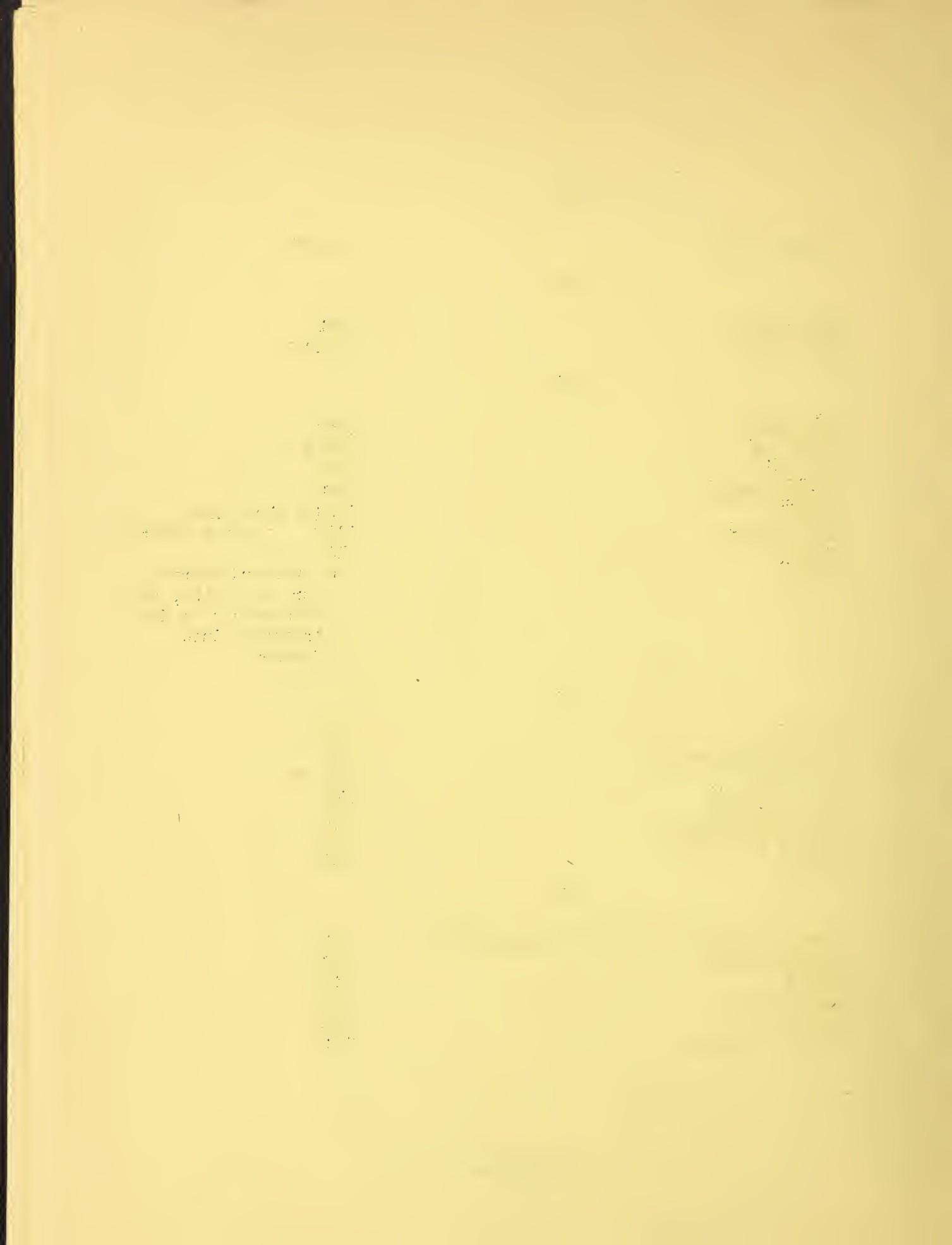
NATIONAL
NATIONAL RED CROSS
NET WEIGHT
NEW YORK CITY
NOT LATER THAN
NOTICE TO DELIVER
NUMBER

NATL
NRC
NET WT
NYC
NLT
N/D
NBR

(O)

OFFICE (WHEN USED WITH OFC NAME BEFORE IT)
OLEOMARGARINE
OUNCE
OFF TRACK
ON TRACK
OUT OF STORAGE

OFC
OLEO
OZ
OFF/T
ON/T
O/S



(P)

PACKAGES
 PERCENT (%)
 PLEASE
 PORK LOINS
 PORTLAND
 PRODUCTS COMPANY (WHEN USED WITH FIRM NAME)
 POUNDS
 PHILADELPHIA

PKGS
 PERCENT
 Unnecessary
 PK LOINS
 PTLAND
 PRODS CO
 LES
 PHILA

(Q)

(R)

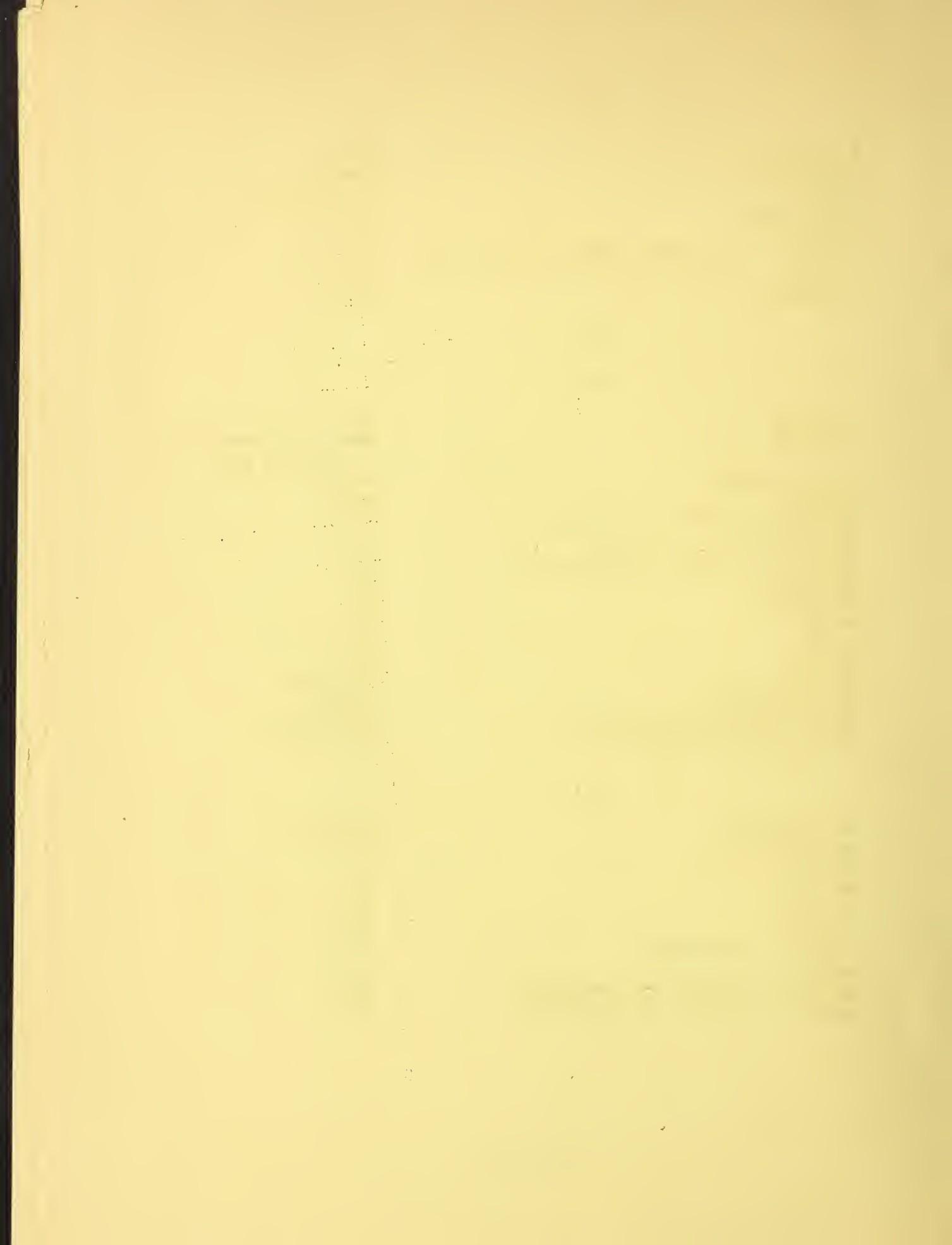
RAILROAD
 RAILROADS
 RAILWAY EXPRESS
 RECEIVED
 REFRIGERATOR (WHEN USED WITH CO.)
 RECONSIGN
 REFINED (WHEN USED WITH COMMODITY)
 REFERENCE
 REGARDING
 ROUTE
 ROUTED
 ROUTING
 RE OUR MESSAGE
 RE YOUR MESSAGE
 RE OUR TELEPHONE CONVERSATION
 REGULAR PICNICS (HAMS)

RR
 Standard abbrvs. for
 names of RRs
 RWY EXP
 RECD
 REFRG
 RC
 REFD
 RE
 RE
 RTE
 RTD
 RTG
 REOURMSG
 REURMSG
 REOURTELCONV
 REG PICS

(S)

ST. JOSEPH, MO.
 SAN FRANCISCO
 SATURDAY
 SEATTLE
 SHIPMENT
 SHIPPED
 SHIPPING INSTRUCTIONS
 SHOULD
 SKINNED (WHEN USED WITH COMMODITY)
 SMOKED (WHEN USED WITH COMMODITY)

STJOE MO
 SFRAN
 SAT
 SE
 SHPMT
 SHPD
 SI
 SHUD
 SKND
 SHKD



| | |
|------------------------------------|------------------------------------|
| SOON AS POSSIBLE | SAP |
| SOVIET GOVT. PURCHASING COMMISSION | SGPC |
| SPECIFICATIONS | SPEC |
| SPOKANE | SP |
| STATES | Standard abbrvs. for all States |
| STORAGE | STGE |
| STREET | ST |
| SUNDAY | SUN |

(T)

| | |
|-----------|-------|
| TELEGRAM | TEL |
| TELETYPE | TWX |
| TELEPHONE | PHONE |
| TERMINAL | TERM |
| THURSDAY | THURS |
| TICKET | TKT |
| TIERCED | TRCD |
| TOBACCO | TOB |
| TUESDAY | TUES |

(U)

| | |
|---------------|-----------|
| UNITED STATES | US |
| UTILITY LINB | UTIL LINB |

(V)

| | |
|-----------|------|
| VEGETABLE | VEG |
| VENDOR | VEND |

(W)

| | |
|-----------------------------|------|
| WAR FOOD ADMINISTRATION | WFA |
| WAREHOUSE | WHSE |
| WAR SHIPPING ADMINISTRATION | WSA |
| WEDNESDAY | WED |
| WOULD | WUD |

